



# UNIVERGE BLUE® CONNECT

PACKAGES	CONNECT ESSENTIALS	CONNECT PRO	CONNECT PRO PLUS
Profile	Cloud PBX phone system with team chat, presence, cloud storage and basic video conferencing capabilities	An advanced communication and collaboration system with extensive video meeting capabilities	PRO package with boosted storage and meeting capacity and more 3rd party integration capabilities
Mix and match	✓	✓	✓
Pricing model	Per user	Per user	Per user
CONNECT Call Center (Voice Only)	Add-on	✓	✓
<b>CONNECT CALLING FEATURES</b>			
Number of concurrent end points	3 total (deskphones/apps)	5 total (deskphones/apps)	5 total (deskphones/apps)
Desktop and mobile apps	✓	✓	✓
In-country calls to landlines and mobiles <sup>1</sup>	✓	✓	✓
International calling <sup>2</sup>	16 countries	31 countries	31 countries
Monthly outbound minutes per user <sup>1</sup>	3000 min (pooled)	5000 min (pooled)	5000 min (pooled)
Local phone number (DDI) and extension	✓	✓	✓
Programmable line keys	✓	✓	✓
Change phone idle screen display	✓	✓	✓
HD quality voice	✓	✓	✓
Caller ID	✓	✓	✓
Extension to extension calling	✓	✓	✓
Call waiting, transfer, hold	✓	✓	✓
Call pickup	✓	✓	✓
Call park / park pickup	✓	✓	✓
3-way calling	✓	✓	✓
Music on hold	✓	✓	✓
Paging	✓	✓	✓
Intercom	✓	✓	✓
Busy Lamp Field (BLF)	✓	✓	✓
Do Not Disturb (DND)	✓	✓	✓
Receptionist view	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail transcription	✗	✓	✓
Voicemail storage	10 Hrs/user	10 Hrs/user	10 Hrs/user
Call recording (automatic)	Up to 90 days or 48 Hrs/user	Up to 90 days or 48 Hrs/user	Up to 90 days or 48 Hrs/user
WEBFAX	✗	✓	✓



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<b>CONNECT COLLABORATION</b>			
Presence	CONNECT	CONNECT	CONNECT
Cross platform team messaging with unlimited files support	✓	✓	✓
Federation (upon request)	✓	✓	✓
Calendar synchronization within apps	✗	✓	✓
<b>CONNECT CALL CENTER (VOICE ONLY)</b>			
Voice channel (inbound, outbound)		✓	✓
Smart greetings (queue depth & ETA)		✓	✓
Monitor, Whisper, Barge		✓	✓
Supervisor agent monitoring		✓	✓
Real-time agent status	Add-on	✓	✓
Establish and track SLA		✓	✓
Intelligent call routing		✓	✓
Configurable agent wrap-up time		✓	✓
Advanced Hunt Group call recording		200 Hrs	200 Hrs
<b>ENGAGE ADVANCED/COMPLETE CONTACT CENTER</b>			
ENGAGE ADVANCED/COMPLETE (single pane)	Add-on	Add-on	Add-on
<b>CONNECT &amp; CONNECT CALL CENTER ANALYTICS</b>			
QoS dashboard	✓	✓	✓
Call history	✓	✓	✓
Hunt Group reporting	✓	✓	✓
Advanced Hunt Group reporting		✓	✓
Supervisor analytics		✓	✓
Wallboards (real-time)	Add-on	✓	✓
Detailed Contact Center analytics (real-time)		✓	✓
<b>SHARE CLOUD STORAGE</b>			
File, backup, sync and share	5 GB/user (pooled)	50 GB/user (pooled)	200 GB/user (pooled)
Antivirus and malware protection	✓	✓	✓
Unlimited file versioning	✓	✓	✓
Secure external sharing	✓	✓	✓
Microsoft® Outlook® integration	✓	✓	✓
File server sync	✓	✓	✓
Account level 1TB upgrades	Add-on	Add-on	Add-on





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<b>MEET VIDEO CONFERENCING</b>			
Web participants	4	100	200
HD video (720p) participants	4	100	100
Max videos displayed per page	4	20	20
Unlimited and recurring meetings	✓	✓	✓
VoIP/PSTN Audio (200 max)	✓	✓	✓
International dial-in numbers	✗	✓	✓
Custom meeting logo/background	✗	✓	✓
Background blur	✗	✓	✓
Virtual backgrounds (BETA)	✓	✓	✓
Custom meeting URL	✓	✓	✓
Join or host from mobile / Chrome	✓	✓	✓
Integrated scheduling with MS Office® 365®/Outlook®/Teams®, Google Workspace™, Slack®	✓	✓	✓
Noise cancellation	✓	✓	✓
Waiting room	✓	✓	✓
Muting controls	✓	✓	✓
Meeting lock (+automatic)	✓	✓	✓
End-to-End encryption	✗	✓	✓
Meeting passwords	✗	✓	✓
Host security settings	✗	✓	✓
Remove participant	✗	✓	✓
Active talker indicator	✓	✓	✓
Screen annotation	✓	✓	✓
Screen and application sharing	✓	✓	✓
Private and group chat	✓	✓	✓
Record meetings	✗	✓	✓
Recording cloud storage	✗	Unlimited	Unlimited
Meeting transcripts and insights	✗	✓	✓
Meeting notes	✗	✓	✓
Attendance reports	✓	✓	✓
Chat reports	✓	✓	✓





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<b>CONNECT INTEGRATIONS</b>			
Google Chrome™ Click to Call	✓	✓	✓
MS Active Directory®	✓	✓	✓
MS Outlook	✓	✓	✓
Google Workspace	✓	✓	✓
MS O365 / Teams / Outlook (MEET)	✓	✓	✓
Slack (MEET)	✓	✓	✓
Generic CRM screen pop	✓	✓	✓
Sugar CRM®	✗	✓	✓
Zendesk™	✗	✓	✓
Salesforce® (classic & lightning)	✗	✗	✓
ServiceNow®	✗	✗	✓
Oracle NetSuite®	✗	✗	✓
MS Dynamics 365®	✗	✗	✓
CONNECT REST API	Voice/Address Book/Analytics	Voice/Address Book/Analytics	Voice/Address Book/Analytics
<b>CONNECT ACCOUNT LEVEL UCAAS FEATURES</b>			
Number porting	✓	✓	✓
Auto Attendant (10 per account) (Outbound bucket 100 min/month)	✓	✓	✓
Hunt Groups (10 per account)	✓	✓	✓
Basic Hunt Group call recording	100 Hrs	100 Hrs	100 Hrs

<sup>1</sup> Charges only apply to minutes in excess of the pooled bundles per customer account AND to not-included destinations, premium and specialty numbers Those will be charged on a pay per use basis. Call rate tariffs can be obtained at: <https://univerge.blue/rates>

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<sup>2</sup> CONNECT For Teams and Essentials: Belgium, Denmark\*, Estonia, France, Germany\*, Iceland\*, Ireland\*, Italy\*, Netherlands\*, Norway\*, Romania\*, Slovakia, Spain, Sweden, Switzerland, UK\*

CONNECT With Teams, Pro and Pro Plus add: US\*, Canada\*, Australia\*, Czech Republic, Hong Kong\*, India, Israel, Japan, Malaysia, New Zealand\*, Poland, Portugal, Singapore, South Korea, Taiwan

(\*Includes standard mobile)

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